




Somerset Equality Impact Assessment

Before completing this EIA please ensure you have read the EIA guidance notes – available from your Equality Officer or www.somerset.gov.uk/impactassessment

Organisation prepared for (mark as appropriate)	 Somerset Council		 NHS Somerset		 NHS Somerset NHS Foundation Trust	
Version	Waste Services 001		Date Completed	21 November 2023		
Description of what is being impact assessed						
<p>Removal Of Garden Waste Renewal Reminders</p> <p>The Garden Waste service has around 64,000 annual subscribers, over the past few years since the implementation stride have been taken to channel shift renewal reminders from letters to email renewals. As is, around 10% of all re-subscriptions do not provide an email address to allow an email resubscription notification to be sent.</p> <p>We propose that during the next re-subscription period we notify all remaining postal customers that this channel is being removed and advise that unless they wish to receive an email renewal notification to make a note of their expiry date, that also be checked by contacting customer services via telephone.</p> <p>The overwhelming majority of Somerset Residents now have access to the internet and our postal volume is significantly higher than expected. To support the removal of the postal notification Waste Services have delivered a renewal checker to allow residents to check online when their subscription is due.</p>						
Evidence						
<p>What data/information have you used to assess how this policy/service might impact on protected groups? Sources such as the Office of National Statistics, Somerset Intelligence Partnership, Somerset's Joint Strategic Needs Analysis (JSNA), Staff and/ or area profiles, should be detailed here</p>						

The Connected Nations 2022 report by Ofcom reports that 98.5% of Somerset Residents have access to the internet. Customer Services also have access to expiry date information and can provide this on telephone request.

Who have you consulted with to assess possible impact on protected groups and what have they told you? If you have not consulted other people, please explain why?

It is difficult to consult with a such part of the population of somerset

Analysis of impact on protected groups

The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service will achieve these aims. In the table below, using the evidence outlined above and your own understanding, detail what considerations and potential impacts against each of the three aims of the Public Sector Equality Duty. Based on this information, make an assessment of the likely outcome, before you have implemented any mitigation.

Protected group	Summary of impact	Negative outcome	Neutral outcome	Positive outcome
Age	<ul style="list-style-type: none"> Group less likely to have digital skills to use this information 	☒	☒	☐
Disability	<ul style="list-style-type: none"> Group less likely to have digital skills to use this information 	☒	☐	☐
Gender reassignment	<ul style="list-style-type: none"> No impacts identified for this protected group. 	☐	☒	☐

Marriage and civil partnership	<ul style="list-style-type: none"> No impacts identified for this protected group. 	□	⊗	□
Pregnancy and maternity	<ul style="list-style-type: none"> No impacts identified for this protected group 	□	⊗	□
Race and ethnicity	<ul style="list-style-type: none"> No impacts identified for this protected group 	□	⊗	□
Religion or belief	<ul style="list-style-type: none"> No impacts identified for this protected group 	□	⊗	□
Sex	<ul style="list-style-type: none"> No impacts identified for this protected group 	□	⊗	□
Sexual orientation	<ul style="list-style-type: none"> No impacts identified for this protected group 	□	⊗	□
Armed Forces (including serving personnel, families and veterans)	<ul style="list-style-type: none"> No impacts identified for this protected group 	□	⊗	□

Other, e.g. carers, low income, rurality/isolation, etc.	<ul style="list-style-type: none"> Possible that very isolated rural areas do not have internet access 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	---	-------------------------------------	--------------------------	--------------------------

Negative outcomes action plan
 Where you have ascertained that there will potentially be negative outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.

Action taken/to be taken	Date	Person responsible	How will it be monitored?	Action complete
Amend system to provide subscription renewal data	13/11/2023	Michael Cowdell	Delivery of improvement	<input checked="" type="checkbox"/>
Gear/train Customer services to check renewals on telephone request	14/03/2024	Mike Cowdell	Delivery of training	<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>
	Select date			<input type="checkbox"/>

If negative impacts remain, please provide an explanation below.

It is likely that a small number of Garden Waste Customer will be inconvenienced and unable to renew online, however telephone channel will still exist to check and re-subscribe.

Completed by:	Mike Cowdell
Date	21st November 2023
Signed off by:	
Date	
Equality Lead sign off name:	
Equality Lead sign off date:	
To be reviewed by: (officer name)	
Review date:	